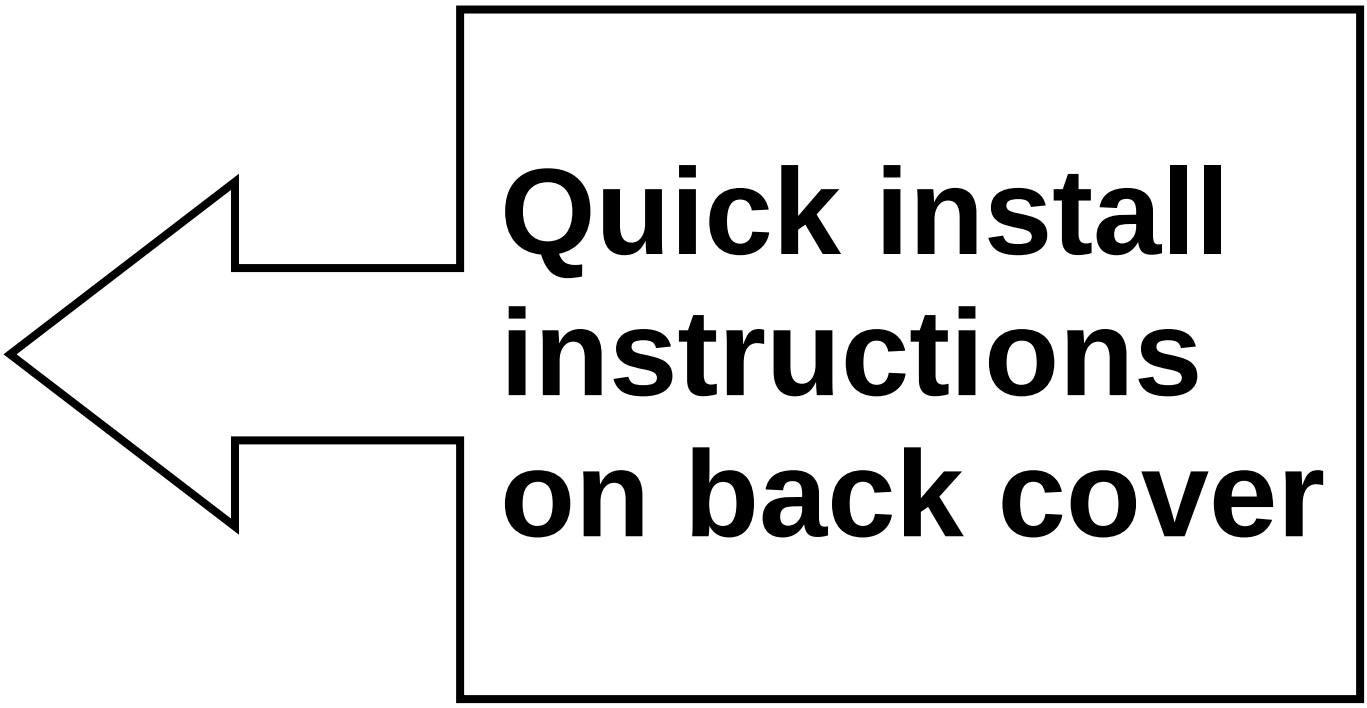
SoundBrick® Model 550N

INSTALLATION AND OPERATION MANUAL



Please leave this manual with the unit at all times

Important warranty information enclosed

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WHAT IS THE SOUNDBRICK 550N?

The SoundBrick® Model 550N is a solid-state digital audio recording and playback device designed to provide a continuous-loop audio source for telephone message on hold (MOH) plus a night answer feature. The message on hold and night answer audio programs load into the SoundBrick's digital flash memory automatically from your pre-recorded cassette tape and can also be loaded remotely using a standard touch-tone telephone.

During the day the SoundBrick 550N provides message-on-hold audio to your phone system. When night answer is activated, the unit continues to play the MOH message until an incoming call is detected. After the selected number of rings, the unit answers the call, plays the 30- or 60-second night answer message, then disconnects. Night answer can be activated manually using a switch on the unit or can be set to turn on and off automatically at pre-set times by connecting the optional 24-hour/7-day digital timer and 1/8" mini-plug trigger cable. This optional timer ensures night answer is operational at the correct times each day and eliminates the chance of lost calls should the staff forget to turn off the night answer switch.

The SoundBrick 550N is the most versatile digital player of its kind, with a list of features that includes:

- ✓ User-selectable 6.5KHz or 11.5KHz bandwidth
- ✓ 4, 8, 16, 32, or 64 minutes of messages
- ✓ Night answer function with separate 30- or 60-second night message
- ✓ Internal motorized CD-style tape drawer
- ✓ Automatic night answer activation using optional timer and 1/8" mini-plug trigger cable
- ✓ Password-protected remote audio load
- ✓ Flash memory - no battery backup and no messages lost due to power outages
- ✓ ADPCM 96dB signal-to-noise ratio for clear, hi-fidelity audio
- ✓ User-friendly controls and indicators
- ✓ Wall-mountable
- ✓ Separate 8Ω and 1KΩ RCA output jacks
- ✓ Built-in 2-watt amplifier

Each SoundBrick is built to exacting quality standards using state-of-the-art SMT (surface mount) assembly for outstanding reliability and years of dependable service. To get the best possible performance from your SoundBrick, ***please take the time to read this manual*** and fully familiarize yourself with how the SoundBrick works before you begin installation.

Use the space below to record information about the SoundBrick and about your messaging provider. You will need this information should you require assistance installing or configuring the unit, and when you need a new audio program.

Dealer name:					
Contact person:					
Phone:					
Address:					
Serial number (11 digits):					
Memory (circle one):	**4 Min.**	**8 Min.**	**16 Min.**	**32 Min.**	**64 Min.**

Front Panel

The monitor speaker, tape drawer eject button, and indicator lights are located on the front panel.

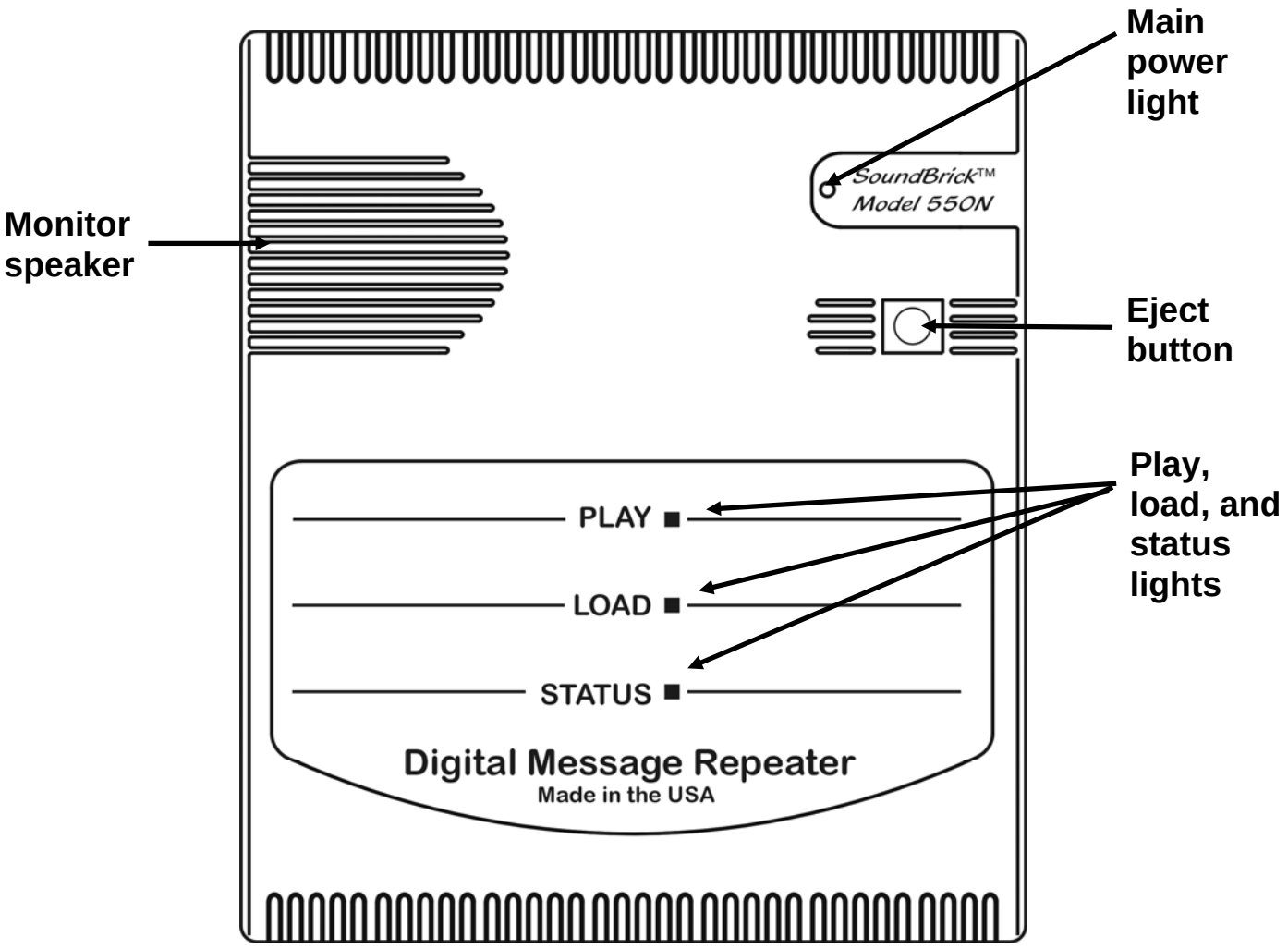


Figure 1 - Front Panel Diagram

Main power light – When lit, indicates the power supply is connected and plugged into an AC outlet and the power switch is on.

Monitor speaker – A built-in speaker, useful for listening to the tape while downloading and listening to the audio output being provided to the telephone system's message on hold port. Note that the speaker's volume is not adjustable.

Eject button – Opens and closes the motorized tape drawer for tape loading and removal. Momentarily pushing the motorized tape drawer will also result in a closure.

Play, Load, and Status lights

Play and Load lights — These lights together indicate the current status of the unit.

Play Light	Load Light	Indication
Off	Slow flash	Unit Empty – no tape, no messages
Off	Fast flash	Searching tape
Off	On (no flash)	Loading tape now
On (no flash)	Off	Playing message now
Alternating flash		Tape load error
Simultaneous flash		Hardware error

Table 1 - Play Light + Load Light Indications

Status light — Displays the current state of the night answer feature.

Status Light	Indication
Off	Night answer off
On	Night answer on, night message loaded
Flashing	Night answer on, but no night message loaded

Table 2 - Status Light (Night Answer) Indications

Connections Panel

The left side panel is where the connectors are for external equipment including the power supply, the phone system that receives the SoundBrick's output, the night answer telephone line, and the optional external trigger cable. Also located here are the volume (level) control, the main power switch, and the option select (DIP) switches.

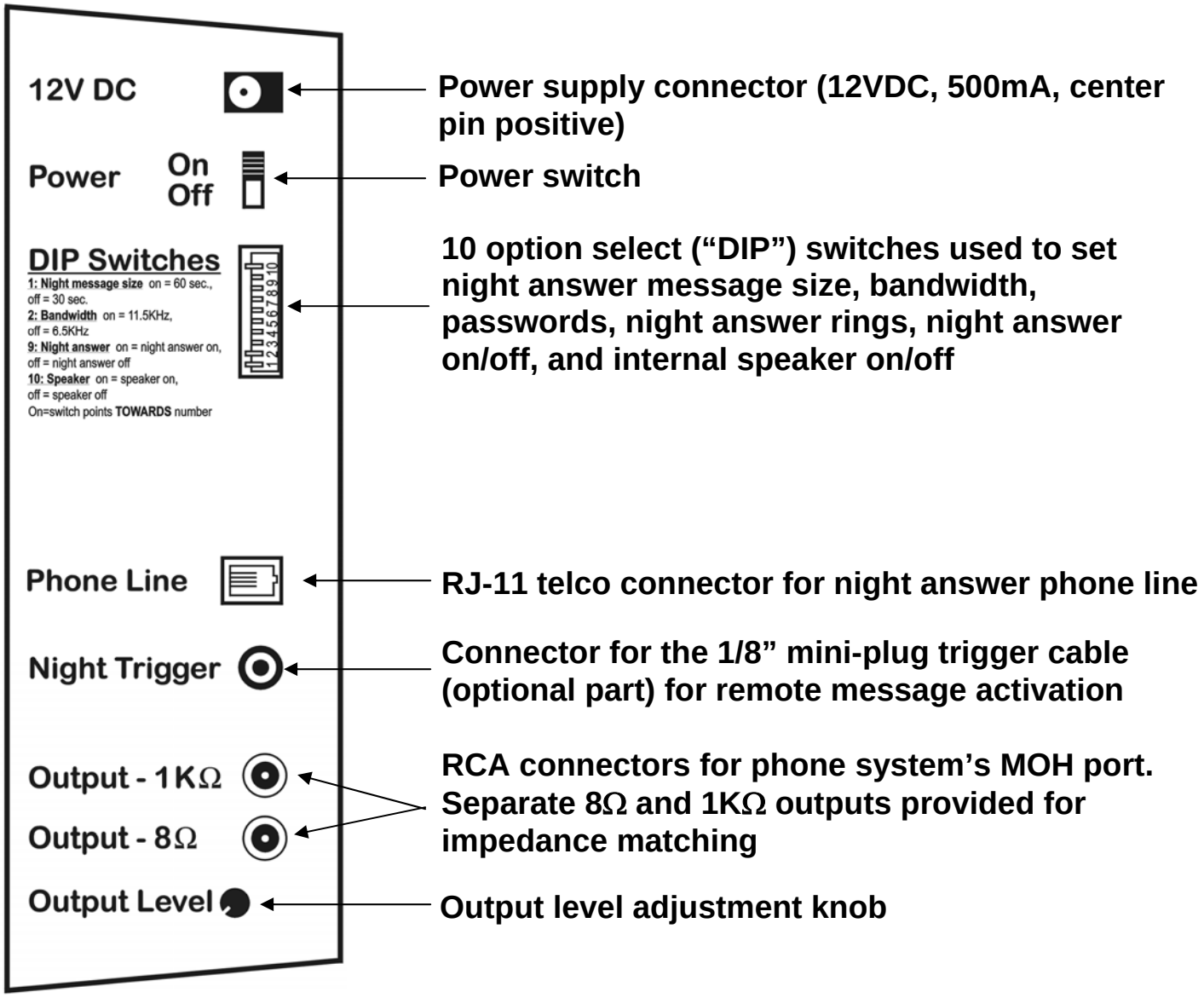

12V DC
Power
On
Off
DIP Switches
1: Night message size on = 60 sec., off = 30 sec.
2: Bandwidth on = 11.5KHz, off = 6.5KHz
9: Night answer on = night answer on, off = night answer off
10: Speaker on = speaker on, off = speaker off
On=switch points TOWARDS number
1 2 3 4 5 6 7 8 9 10
Phone Line
Night Trigger
Output - 1KΩ
Output - 8Ω
Output Level
Power supply connector (12VDC, 500mA, center pin positive)
Power switch
10 option select ("DIP") switches used to set night answer message size, bandwidth, passwords, night answer rings, night answer on/off, and internal speaker on/off
RJ-11 telco connector for night answer phone line
Connector for the 1/8" mini-plug trigger cable (optional part) for remote message activation
RCA connectors for phone system's MOH port. Separate 8Ω and 1KΩ outputs provided for impedance matching
Output level adjustment knob

Figure 2 - Side Panel Diagram

TAPE PREPARATION INSTRUCTIONS

To get the best audio reproduction, it is essential to start with a high-quality recording. In order to load into memory properly, your audio tape program must conform to the following guidelines exactly.

1. Use only **normal bias** (Type I) tapes not exceeding 90 minutes in capacity.
2. **Do not** use high bias, chrome, or metal tapes.
3. **Do not** use DOLBY® or any other noise reduction system.
4. Record your production in 2-channel mono. The audio level should average 0dB while peaking no hotter than +6dB.

Sequencing required for the MOH and night message depends on what the tape will contain:

1. Both MOH and night message,
2. MOH message only, or
3. Night message only

Both MOH and Night Answer Tape

less than 20 seconds silence	**MOH message**	10 seconds silence	**Night message**	at least 30 seconds silence

Record the MOH message first, less than 20 seconds from the beginning of the tape. Leave 10 seconds of silence after the MOH message. Record the night answer message next. Leave at least 30 seconds of silence after the night answer message.

MOH Only Tape

less than 20 seconds silence	**MOH message**	at least 30 seconds silence

Start the MOH message less than 20 seconds from the beginning of the tape. Leave at least 30 seconds of silence after the message.

Night Only Tape

at least 30 seconds silence	**Night message**	at least 30 seconds silence

Start the night message at least 30 seconds from the beginning of the tape. Leave at least 30 seconds of silence after the message.

MESSAGE LENGTH TABLE

Message length is determined by the memory size of your unit and the bandwidth setting. The 11.5KHz bandwidth setting provides better audio quality than the 6.5KHz setting but also reduces the total recording time by one-half.

To determine the size of the MOH message, subtract the night message size (30 or 60 seconds—option select switch 1) from the total memory as shown below.

	Memory Size						
	4 Min.	**8 Min.**	**16 Min.**	**32 Min.**	**64 Min.**	**Bandwidth**	**Night Message**
MOH Message Size	3:30	7:30	15:30	31:30	63:30	6.5 KHz	30 sec.
	3:00	7:00	15:00	31:00	63:00	6.5 KHz	1 min.
	1:30	3:30	7:30	15:30	31:30	11.5 KHz	30 sec.
	1:00	3:00	7:00	15:00	31:00	11.5 KHz	1 min.

Table 3 - Message Length

Step 1 – Set the option switches

Set the option select "DIP" switches to match your requirements for night message size, bandwidth, passwords, night answer rings, night answer on/off, and internal speaker on/off.

Figure 3 - Option Select Switches

This example is for illustrative purposes only. Your actual switch settings will vary.

A switch is "on" when it is pointing **TOWARDS** the switch numbers. The switch is "off" when it is pointed **AWAY FROM** the switch numbers. In the picture shown above, switches 1 and 2 are "off" and switches 3 through 10 are "on."

Switch #	Option	Possible Values
1	Night message size	On = 60 seconds Off = 30 seconds
2	Bandwidth	On = 11.5KHz Off = 6.5KHz
3-4	Password select	See table 4
5-6	Night answer rings	5 off, 6 off = 1 ring 5 on, 6 off = 2 rings 5 off, 6 on = 4 rings 5 on, 6 on = 8 rings
7-8	Not used	
9	Night answer	On = Night answer on Off = Night answer off
10	Internal speaker	On = Speaker on Off = Speaker off

Table 4 - Option Select (DIP) Switches

IMPORTANT NOTE: Changes to the night message size and bandwidth settings do not take effect until power is recycled and messages reloaded. Changes to password select and night answer rings do not take effect until power is recycled.

Night Message Size, Switch 1

Sets the maximum length for the night answer message. This time is subtracted from the total time available for the MOH message.

Bandwidth, Switch 2

Sets the fidelity of audio messages. There is a trade-off between audio quality and recording time, the higher the audio quality, the less the storage time.

The minutes of memory equipped on your unit (4, 8, 16, 32, or 64) is printed on the serial number label on the rear of the unit, and assumes a bandwidth 6.5KHz. The 11.5KHz setting provides better audio quality, but reduces the amount of recording time by one-half (i.e. a 16 minute unit can only store 8 minutes of audio). See the message memory table on page 9 for audio storage times for different memory and bandwidth configurations.

Password Select, Switches 3-4

Sets the MOH and night message remote-access passwords. When you dial into the unit to phone-load the MOH or night message, the appropriate password must be entered by touch-tone.

SW3	SW4	MOH Password	Night Password
OFF	OFF	2468	1234
OFF	ON	6453	5384
ON	OFF	4655	7262
ON	ON	2463	5673

Table 5 - Password Select

Night Answer Rings, Switches 5-6

Sets how many rings night answer waits before answering calls.

Night Answer On/Off, Switch 9

Turns the night answer feature on or off. Note that the position of this switch does not necessarily indicate the current status of night answer because when the switch is off night answer can still be turned on using the trigger function. However, if the switch is on then night answer is definitely on and triggers are ignored. The current state of night answer is indicated by the status light on the front panel (see status light table on page 6 for details).

Speaker On/Off, Switch 10

This switch turns the internal speaker on (switch on) and off (switch off). Note the speaker's volume cannot be adjusted. The output level knob on the side panel only adjusts the level of the signal provided to the phone system, not the volume of the internal speaker.

Step 2 – Connections

Locate the SoundBrick 550N within 6 feet of a 110VAC outlet. The unit is designed to be placed on a flat, level surface or securely mounted on a wall. Be sure to leave clearance for connections and adjustments.

IMPORTANT NOTE: Devices that emit strong electromagnetic fields such as computer monitors and fluorescent lights may interfere with message loading, so locate the unit at least a few feet away (or farther if necessary) from such devices.

To help protect against power surges and other electrical problems, the use of a quality surge suppressor strip (which is different from a standard multi-outlet power strip) is strongly recommended. Damage caused by power surges, lightning, or other electrical problems are not covered under warranty.

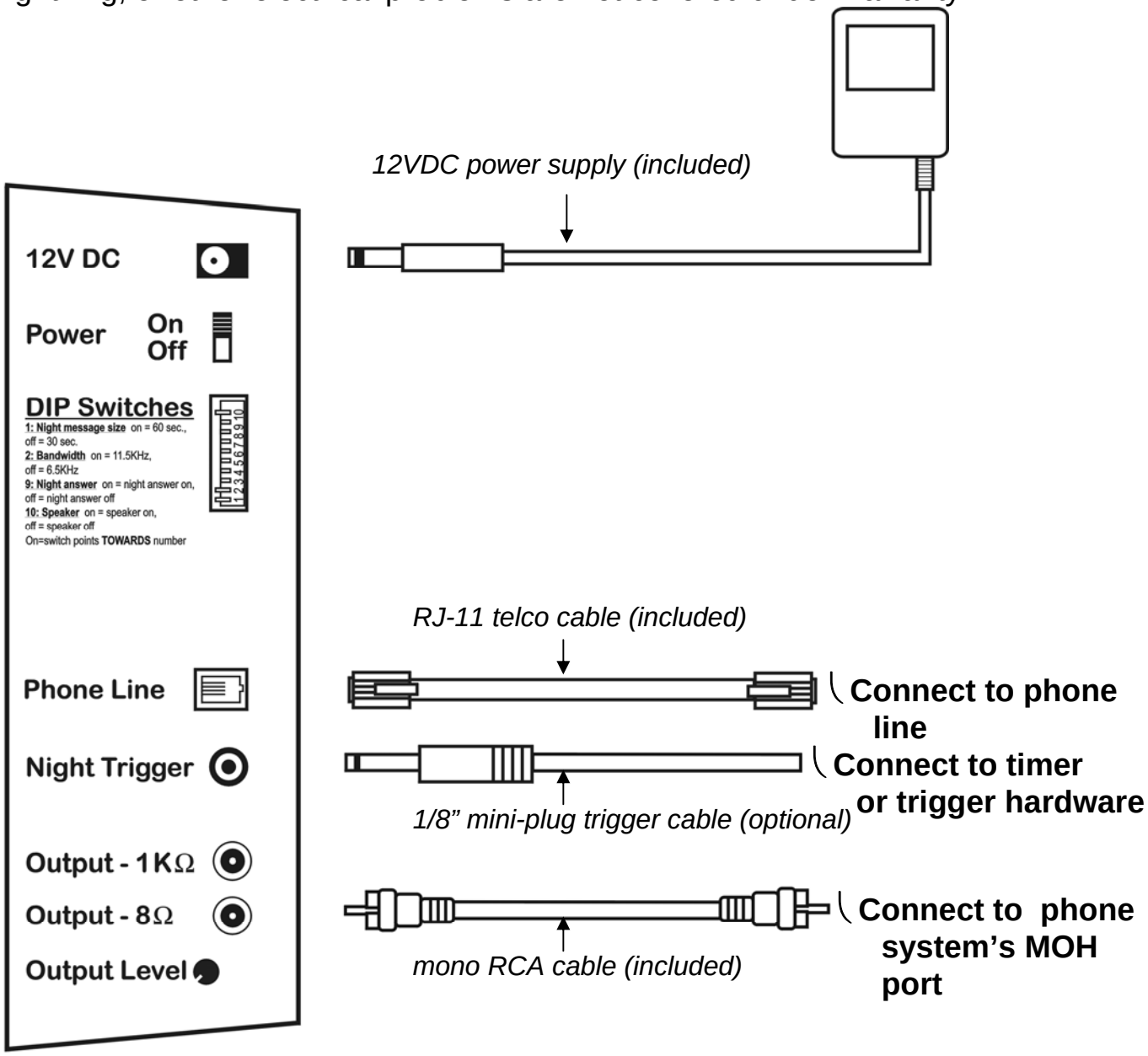

12VDC power supply (included)
12V DC
Power
On
Off
DIP Switches
1: Night message size on = 60 sec., off = 30 sec.
2: Bandwidth on = 11.5KHz, off = 6.5KHz
9: Night answer on = night answer on, off = night answer off
10: Speaker on = speaker on, off = speaker off
On=switch points TOWARDS number
1 2 3 4 5 6 7 8 9 10
Phone Line
Night Trigger
Output - 1KΩ
Output - 8Ω
Output Level
RJ-11 telco cable (included)
Connect to phone line
Connect to timer or trigger hardware
1/8" mini-plug trigger cable (optional)
Connect to phone system's MOH port
mono RCA cable (included)

Figure 4 - Installation Diagram

Connection Instructions

1. Turn the power switch off. Plug the included power supply into a surge-protected 110VAC outlet and the 12VDC jack on the SoundBrick 550N. Only use the power supply provided with the unit (12VDC, 500mA, center pin positive). Many power supplies look alike, but provide different output. Using the wrong one will void your warranty and may damage the unit.

2. Connect either the 8Ω or 1KΩ audio output jack to the phone system's MOH port using a mono RCA-to-RCA cable (included). If the sound system does not have an RCA-style input, an adapter may be required (not included).

3. If you are using the night answer feature, select the incoming phone line to be answered by the unit and split the line. For proper night answer operation you must use the first phone line normally answered by the company's phone system. Connect one side of the split to the phone line's original destination. Connect the other side of the split to the phone line jack on the SoundBrick using an RJ-11 telco cable (included).

   IMPORTANT NOTE: The SoundBrick 550N must only be connected to a standard analog loop-start telephone line, ahead of any other equipment using that line. Installation on any other type of line, or on a KSU or PBX extension will fail and may damage the other equipment and/or the SoundBrick. To test the installation line, connect a normal analog home telephone to the line. If the line type is correct, you will be able to place an outgoing call and receive an incoming call using the home telephone.

4. Connect the optional 1/8" mini-plug trigger cable to the optional timer or other trigger hardware if you are using this feature.

Step 3 – Load Messages

Messages load into the SoundBrick 550N from a cassette tape supplied by your messaging provider and can also be loaded remotely by dialing into the unit using a standard touch-tone phone.

Tape Load

Turn the power switch on and press the tape eject button. The motorized tape drawer on the right side of the unit opens like a CD-ROM drive on a computer. Place the tape into the drawer by gently sliding it under the retaining clip, audio side facing front, then press the eject button, or momentarily push the drawer to

close. The SoundBrick detects the presence of the tape and begins the load process automatically.

After tape insertion, the load light on the front panel flashes slowly and the unit rewinds the tape. Because the MOH and night answer messages are stored in different sections of memory, the unit must scan the tape to determine which message(s) it contains. If it finds less than 20 seconds of silence at the beginning, the tape is either MOH only or MOH+night. If it finds at least 30 seconds of silence at the beginning, then the tape is night message only. After the initial scan is complete, the tape rewinds again and message loading begins. **Never eject the tape while it is loading.**

During tape load, the load light display the progress:

Load Light	Indication
Slow flash	No tape in machine or rewinding tape
Fast flash	Searching tape for audio
On (no flash)	Loading message now

Table 6 - Load Light Indications (Tape Load)

At the end of message loading, the tape rewinds and message play begins automatically, indicated by a solid play light.

IMPORTANT NOTE: Once the SoundBrick is loaded and playing, you do not have to leave the tape in the unit. The audio program is stored in non-volatile flash memory which is not erased if power is lost or if the unit is turned off. However, we recommend leaving the tape in the unit after loading. If you do remove the tape, LEAVE IT OUT. If a tape is later re-inserted the SoundBrick automatically stops message play, erases its memory and loads the newly inserted tape.

Phone Load/Remote Access

To load by phone, the unit must be properly installed, connected to a standard analog phone line, and night answer (switch 9) must be on. If switch 9 is off, the night trigger cable must be installed and activated. In either case, the status light will be on or flashing.

1. Make sure night answer is on and the unit is installed properly.
2. Dial the SoundBrick's installation phone number from a different line.
3. The unit answers and plays the night message if one is already loaded. Press the * (star) key on your phone within 20 seconds. The unit stops playing the night message and delivers three beeps in response.
4. Enter the MOH password or night password (see password select table, page 11), depending on which message you want to record . If an invalid

password is entered, the unit disconnects the call and you must start over. If the password is correct, you proceed to the next step.

5. Two beeps play, indicating you are now at the user menu. The two beep tones play any time you finish with a selected option and are returned to the user menu. There are four user menu options which are selected by pressing the indicated touch-tone button:

Menu Option	Function	Description
1	Play	Plays the selected message through the phone. After the message finishes playing you are returned to the user menu. During play, press # once to pause playback, press * to resume from pause, or press # twice to exit playback and return to the user menu. If playback is paused for more than 20 seconds, the call is disconnected.
2	Erase	Erases the selected message from memory. This must be done before recording over an existing message. Press * to start erase. While the message is being erased, the unit beeps once per second. After erase is complete you are returned to the user menu.
3	Record	Records the selected message through the phone. ***Important: Before recording, you must first erase any existing message using option 2 (erase). If you do not erase first, three beeps play when you press record and you are returned to the user menu.*** After selecting record the unit beeps once per second, indicating it is ready to record. To begin recording press *, then press # when you are finished. You are then returned to the user menu, where you can play the new message using option 1 (play) to see if you like it or would like to record again.
9	Hang up	Hangs up the call. After pressing 9, six beeps play and the call is disconnected. You may also just hang up the phone when you are finished.

Table 7 - Phone-Load User Menu

Step 4 – Adjust Volume

After installation and loading is complete, call into the company's phone system and ask to be placed on hold. While listening to the on-hold message, adjust the output level knob on the left side panel as needed.

MOH Message Play

The loaded MOH message plays continuously through the audio output jacks. When the end of the message is reached it plays again from the beginning in a digital endless loop. This occurs whether night answer is on or off. The MOH message is only interrupted if night answer is on and an incoming call is received, as described below.

Night Answer

When night answer is on (switch 9), the SoundBrick continues to provide the MOH message to the phone system when it is not answering a call. When an incoming call is received, the unit stops playing the MOH message, answers the call, plays the night message once, then hangs up. After hanging up, it resumes playing the MOH message. The current status of night answer is indicated by the status light on the front panel (see status light table on page 6 for details).

Manual On/Off

Use switch 9 to turn night answer on and off (switch on = night answer on, switch off = night answer off). If connected, make sure the night trigger contact closure remains open.

Trigger On/Off

To use the night trigger function, switch 9 must be set to off. Night trigger lets you activate night answer remotely by using the optional 1/8" mini-plug trigger cable, available from your messaging provider. One end of the trigger cable plugs into the SoundBrick's side panel, the other end consists of two wires. Night answer is turned on by shorting the two wires.

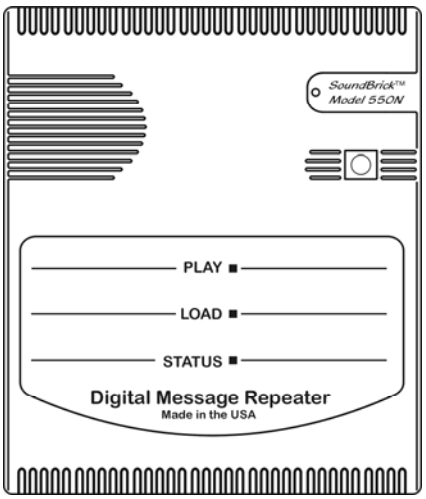
An optional 24-hour/7-day digital timer is available from your messaging provider which can turn night on and off automatically on a daily schedule. This saves staff from having to turn it on and off manually and also reduces the chance of lost calls should the staff forget to turn night answer off.

WALL MOUNTING INSTRUCTIONS

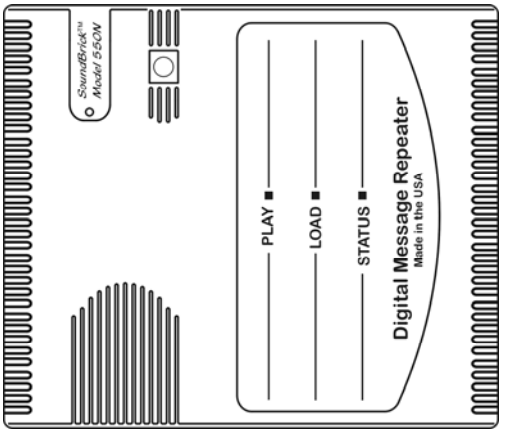
Using the screw holes on the back plate as a guide, secure two screws into the wall where you want to mount the unit. Then, hang the unit on the screws.

Consider the weight of the SoundBrick when choosing a mounting wall. Make sure the wall's construction is sufficiently strong to support the weight of the unit securely. Make sure both screws are driven into studs or other sturdy supports, not just into plain drywall.

To mount in this orientation, the distance between the centerpoints of the mounting screws should be **3 11/32".**



To mount in this orientation, the distance between the centerpoints of the mounting screws should be **5 3/8".**



FCC Notice

WARNING: This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference when this equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense.

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la Class A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

Limited Warranty

TERMS: Nel-Tech warrants to the original purchaser ("Buyer") that the Product sold is free from defects in material and workmanship at the time of purchase. The warranty extends five (5) years from the date of original purchase and covers parts and labor. Buyer must provide written notice to Nel-Tech within the warranty period of any defective part or conditions. If the defect is not the result of improper use, service, maintenance or installation, and if the equipment has not been otherwise damaged or modified after shipment, Nel-Tech or its authorized representative shall either replace or repair the defective Product at Nel-Tech's option. No credit shall be allowed for work performed by Buyer or unauthorized parties. Out-of-warranty repairs will be invoiced at the current Nel-Tech hourly rate plus the cost of parts, shipping and handling. IN THE EVENT THAT THE PRODUCT SERIAL NUMBER IS MISSING OR HAS BEEN TAMPERED WITH IN ANY WAY, THE FOREGOING WARRANTY IS VOID AND WITHOUT EFFECT AND NEL-TECH SHALL HAVE NO LIABILITY WHATSOEVER ON ACCOUNT OF DEFECTS TO SUCH PRODUCT.

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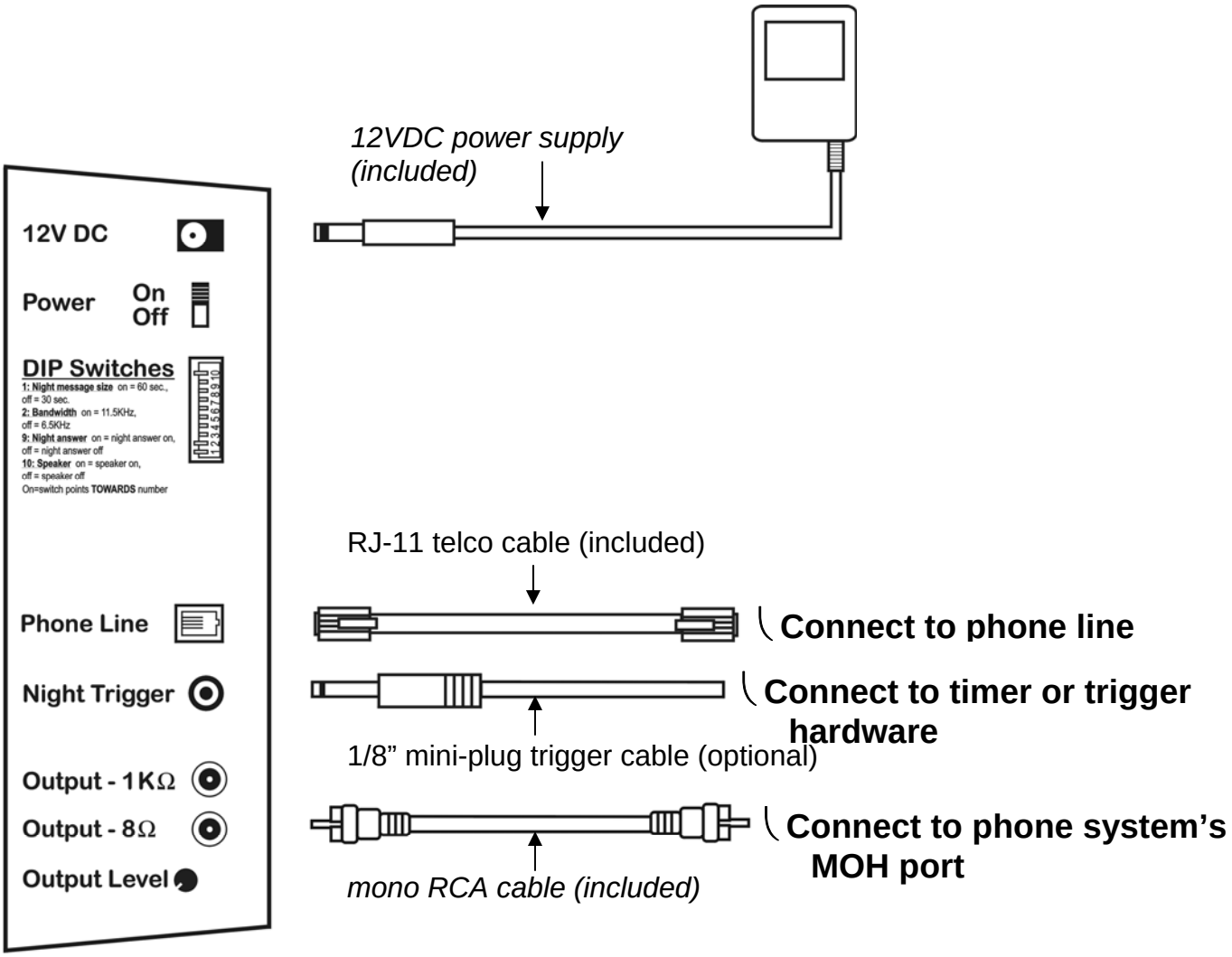
TROUBLESHOOTING

If you have trouble installing or operating the SoundBrick 550N, refer to the table below to help find a solution. If you are unable to solve the problem yourself, contact your dealer for further assistance.

Problem or Indication	Possible cause and solution
No MOH message	Unit may be playing night message through phone line. Can't play MOH and night message at the same time.
	If remote-load feature is currently accessed, MOH message is halted until call disconnects.
	Adjust output level knob.
	Check volume or level control on phone system.
No night message	Make sure night message is loaded.
	Check phone line connection.
	Turn night answer on (switch 9).
Doesn't answer phone (night)	Check phone line connection—must be line that receives calls first.
	Turn night answer on (switch 9 or trigger).
	Change answer rings to lower number (switches 5+6).
Tape load error (play + load lights flash together)	Tape is worn out or not prepared to guidelines – obtain another tape from your messaging provider.
	Power interruption occurred during loading.
	Possible interference from strong electromagnetic field (i.e. computer monitor or fluorescent lights) – relocate unit away from source of interference.
Tape drawer won't open	If the drawer doesn't open when you press the eject button, press eject again.
Tape stuck in deck or deck is "eating" tapes	Never eject tape during download. Follow proper tape load procedure. **To remove stuck tape**: Turn power off, wait 10 seconds, turn power on. Wait for deck to disengage play head before ejecting.
No power-main power light is off	Check the power switch (should be on).
	Check power pack for correct DC output voltage & current.
	Check power outlet to make sure it is not controlled by a switch.

QUICK INSTALL INSTRUCTIONS


12V DC
Power
On
Off
DIP Switches
1: Night message size on = 60 sec., off = 30 sec.
2: Bandwidth on = 11.5KHz, off = 6.5KHz
9: Night answer on = night answer on, off = night answer off
10: Speaker on = speaker on, off = speaker off
On=switch points TOWARDS number
Phone Line
Night Trigger
Output - 1KΩ
Output - 8Ω
Output Level
12VDC power supply (included)
RJ-11 telco cable (included)
Connect to phone line
Connect to timer or trigger hardware
1/8" mini-plug trigger cable (optional)
Connect to phone system's MOH port
mono RCA cable (included)

For more detailed instructions, read the inside of the manual.

1. Consult message length table (page 9) and tape preparation info. (page 8) if needed. Set option (DIP) switches:
   --Night message size, switch 1 (off = 30 sec., on = 60 sec.)
   --Bandwidth, switch 2 (off = 6.5KHz, on = 11.5KHz)
   --Password select, switches 3-4 (see table on page 11)
   --Night answer rings, switches 5-6 (see table on page 10)
   --Night answer on/off, switch 9 (off = night answer off, on = night answer on)
   --Speaker on/off, switch 4 (off = speaker off, on = speaker on)

   Note: A switch is on when it is pointing towards the switch numbers and off when it is pointing away from the switch numbers.

2. Connect the power supply and phone system MOH port as shown above. Connect night answer phone line and optional trigger cable, if applicable.

3. Turn the power switch on. To load by tape, press the eject button on front of the SoundBrick to open the motorized tape drawer. Insert the cassette into the tape drawer by gently sliding it underneath the retaining clip, audio side facing front, then press the eject button, or momentarily push the drawer to close. After an initial scan of the tape, loading begins automatically. To load messages by phone, see page 14.